

1.16.8 Involving Patients & Carers

Please advise how you will involve service users, carers and diverse groups to shape your service to ensure it will be delivered to the widest range of service users? What experience does your organisation have of doing this?

(Maximum Word Count 500)

Word used = 500 including the text boxes

1.16.8.1-Patient-engagement strategy

Vocare's Director of Nursing oversees our 3-year Patient Experience/Engagement Strategy, including the plan for 2021/22, via the Patient Experience/Engagement Subcommittee. Our strategy includes involvement to shape:

- Individual patient-care needs, experiences and values.
- Access to services and communications.
- Service delivery and continual improvement.
- Strategy and future planning.

1.16.8.2-Key roles

The contract's Clinical Service Manager, [REDACTED], will lead involvement in service design/improvement from patients/families/carers. [REDACTED] will have support in strategy implementation from the Area Management Team and wider Governance Team.

Our Patient-Engagement/Experience Implementation Group will support [REDACTED] on contract-specific activity and activity at Area/Regional level to maximise consistency and involvement of as wide a range of users as possible.

We will train all roles to recognise the importance of patient/carer involvement, including reception, despatching and driving staff e.g. ensuring we record where patients have carers and communication needs. Clinician training will emphasise involving patients in shared decision making for their care.

1.16.8.3-Involvement for maximising delivery to the widest range of service users

The Patient Experience/Engagement Subcommittee will manage Vocare's volunteer database capturing who is interested in shaping contract/Area/Regional services and their areas of interest and availability e.g. information governance, care personalisation, learning disabilities.

[REDACTED] will own the contract's stakeholder map. We will build on the existing information to widen the range of voices. It will contain information on all local providers of health/social care services and, more importantly for users to shape services, local community/patient groups.

This map will enable us to extend our reach into the community, including users often considered 'easy to ignore' (e.g. homeless, refugees, non-English speakers, prisoners/ex-offenders, learning difficulties) as we actively seek patients/carers who want to shape our services. It will include e.g.:

- Local practice-participation groups.
- Healthwatch.
- Third-sector organisations e.g. Brighter Futures, Yasha, SSAFA Staffordshire, Beacon Vision, CASS the Carers Association.

1.16.8.4-Involvement activities

Through such connections, we will be able to involve them in activities such as Centre walkthroughs and 15-step challenges.

We will also attend some of their events to discuss service access and barriers and the scope of our service. Engagement with condition-specific groups e.g. diabetes, will provide access to 'expert' patients. In the South Lot, such activity will include the prisons so those patients also have opportunity to shape services.

We will use communication channels such as posters in Centres and our website to promote opportunities for involvement in shaping our service e.g.:

- Events including open days, drop-in sessions, charity events and our attendance in community/patient groups.
- Patient forums e.g. Patient Experience Implementation Group.
- Surveys (via text and onsite devices).
- Suggestions boxes (physical/virtual).
- Capturing informal feedback.

Some patients were not happy using their devices for patient feedback & the digitally excluded needed feedback opportunities. Now, secure devices are available on all sites for patients to provide real time feedback of experiences without using their own data & if they have no device.

Feedback about poor signage that led to a patient being 15 minutes late triggered a signage review that made signage clearer and that was rolled out to all Centres.